Message: RE: New Database Activation Problem

✉ **RE: New Database Activation Problem**

From	Berhorst, Leslie	**Date** Tuesday, January 17, 2017 3:18 PM
To	Kraft, Emily	
Cc		

🖼 **image001.jpg** (3 Kb HTML) 🖼 **image002.png** (7 Kb HTML)

Users were unable to save data for these fields because, for inactive users, the fields mentioned were not getting set so they could be saved to the database. This issue has been corrected.

When editing a user record on the User Maintenance page (if the user is **inactive**), you will be required to select a City and Zip if a County is selected (because these fields all feed off each other). If no county is selected, you will still be able to save the record without County, City and Zip.

The edits are already in place for active records because the address fields are required for active users.

Please let me know if that helps or if further discussion is needed.

Thanks!

From: Kraft, Emily
Sent: Tuesday, January 17, 2017 2:22 PM
To: Berhorst, Leslie
Subject: RE: New Database Activation Problem

I'm not 100% sure I understand what I'm supposed to be testing and if this actually addresses the issue.

From: Berhorst, Leslie
Sent: Tuesday, January 17, 2017 2:18 PM
To: Kraft, Emily
Subject: RE: New Database Activation Problem

Hi Emily – we actually have a fix ready for this in test. When editing a user record on the User Maintenance page, if the user is inactive the page will now require a city and zip to be selected if a county is selected even though the address information isn't really required for an inactive user. If no county is selected, you can still save the record without County, City and Zip. Can you please give it a quick run through and see if it works okay for you?

From: Kraft, Emily
Sent: Tuesday, January 17, 2017 2:10 PM
To: Berhorst, Leslie
Subject: FW: New Database Activation Problem

Hi Leslie – Just wanting to shoot this issue over to you all. I've tried saving the info on my end too, and I get the "Save successful" message, but it doesn't actually save the county, city, or zip for this user. I

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think that's what's preventing Carrie and I from being able to activate the user, but don't know how to make the database save the info. Any suggestions?

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]
Sent: Tuesday, January 17, 2017 2:00 PM
To: Kraft, Emily
Subject: RE: New Database Activation Problem

I tried saving them a couple times before emailing you with the problem and they wouldn't save. I just tried again and they still don't want to save. With that said, I have been having that problem with other subs since I began having our subs create accounts, however, if it wouldn't save on my end, I have still been able to activate their accounts and then they're able to enter and save that info on their end.

From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Tuesday, January 17, 2017 12:32 PM
To: 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>
Subject: RE: New Database Activation Problem

Hi Carrie – It looks like her county, city, and zip code did not save. Try entering those in, saving, and then see if that allows you to activate her.

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]
Sent: Tuesday, January 17, 2017 12:30 PM
To: Kraft, Emily
Subject: New Database Activation Problem

Hi Emily,

Melanie Mills at Golden Valley Door of Hope created her subcontractor account and log in instructions. She received the screen telling her that her account has been validated and to have her employer activate her account. I then logged in to activate her account and am unable to do so. Any ideas on what the problem may be?

Carrie
Carrie Hoelscher
A2A Program Manager

 Email 1

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